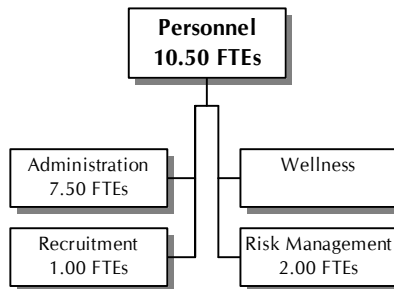


Catawba County Government



PERSONNEL

Statement of Purpose

To assist county employees, applicants, citizens, and departments of Catawba County by providing a qualified, stable, drug free and competitively compensated workforce through sound personnel practices and in compliance with federal and state personnel law. To provide and promote benefits and services to employees, promote the County as an employer to employees and the applicant market. To provide risk management services to departments. Coordinate special programs, for example, Talent project.

Outcomes

Administration

1. Conduct a customer service survey of our internal customers, to be completed by January 31, 2005. Purpose is to obtain feedback on our service to departments. Goal: To receive a 90% satisfaction rating.
2. Time and Labor payroll software; implementation to be with first full payroll in Fiscal Year 2004/05. The new software will allow County to have an online pay sheet, and will eliminate many payroll processing errors and online transmission of pay sheets. The online rules for payroll will assist with Fair Labor Standards Act (FLSA) compliance, and Personnel Code requirements. Goal: To help Finance have written procedures on how specific payroll situations are compensated.
3. FLSA Audit: As a part of the one-third study the Review will include an FLSA status review. This will include review of written policies for each department and particular FLSA situations, especially to reduce overtime pay. We will conduct this audit to insure compliance with the FLSA. Annually with one-third study.
4. Counsel and provide an overall orientation to 100% of all new permanent employees on a bi-weekly basis on benefits, their utilization and employment with Catawba County. Orientation will be held within two weeks of receipt of new hire information and approval. Achieve a score of 4.0 or higher on 90% of the evaluations of orientation.
5. Assist 100% of employees and supervisors requesting consultation within 5 working days of requests regarding benefits, disciplinary actions, grievances and other employee relation issues in compliance with the Personnel Code to ensure they understand the employees' rights and due process.
6. Talent Program: We will continue to assist in facilitating the program, identifying needs and plan development in order to enhance the workplace. Committee is being surveyed at the time this outcome is written. Recommendations will be compiled and presented to the County Manager by April 30, 2004.

7. Diversity Committee: Survey to be completed and results for committee by April 1, 2004; based on the results the Committee will evaluate need for training and materials, and direction of the committee. We will determine training needs and implement in order to assist employees with diversity issues and to enhance service to clients. Goal: Recommendation on training to be implemented by October 1, 2004.

Recruitment

8. Provide departments with a pool of qualified applicants by consulting with departments and appropriately advertising in compliance with federal regulations within five working days from receipt of recruitment requests and recommending the most qualified applicants for interviews to hiring departments within three (3) working days after the closing date. Provide consultation and assistance in the interviewing process, including input into the final selection decision to ensure that the position is offered to the candidate who best meets the County's needs.
9. Minority pool of applicants: Continue an ongoing program of minority recruitment. The purpose is to ensure the County workforce mirrors the community. We also want to develop a pool of qualified minority candidates for positions, which can be drawn upon as vacancies occur. Goal: With each vacancy, make a recommendation on needs to be filled.

Benefits

10. The goal is to have the best possible benefit program that will meet employee needs, to help with recruitment and retention of the best-qualified workforce possible. Work will be ongoing. Monitor, review and evaluate our benefits program to be as competitive in the market place as financially possible. Continue to work with our consultant to monitor and review insurance benefits, costs and plan design. Success measured through exit interviews with employees. Goal is an overall rating of 80% on benefits.
11. In order to assist employees to best use their benefits, we counsel and educate 100% of employees who request assistance on benefits utilization such as absences for medical reasons for Short Term and Long Term Disability, Family Medical Leave, Retirement, Worker's Compensation, and COBRA, as well the educational process needed for 401k, NACo, and ICMA. We also are responsible for annual open enrollment for flexible spending and insurance programs.

Classification & Pay

12. One-Third Pay study: By March 1, 2005, recommend changes in the salary plan that will ensure County employees are compensated at a competitive level; recommend changes in the clerical and technical series of the classification plan which will ensure they are classified appropriately.

13. Review and respond to 95% of all classification requests from departments for positions not in the 1/3 study within ten working days after receipt of all relevant information from the department.

Training

14. Provide Countywide training to supervisors on pertinent topics such as: coaching, counseling, and discipline of employees; the application of the Personnel Code and other policies such as work place harassment, ADA, and FMLA to increase knowledge of county policies and procedures; the use of effective management styles to help supervisors become more effective and to build skills, and to reduce the number of grievances due to poor skills. Offer training to other employees that helps build a better qualified and customer service oriented workforce. Achieve good or above on 90% of evaluations of training. Overall, the training program serves to enhance the workplace, build skills, and reduce performance problems. Provide training on changes to FLSA (anticipated January 2005) and FMLA (2005).

Wellness

15. Identify preventable health problems of county employees through health screening, provide individual health screening results to employees and make available to employees risk reducing activities that address the major health risks in order to improve the health of employees. Track high-risk employees to determine progress they have made toward health improvements and counseling on appropriate medical follow up. Promote the wellness program benefit to employees. Goal is to reduce illness, decrease insurance claims, and use of sick leave.
16. Continue the Employee Health Clinic program. The goal is to reduce use of sick leave and cost savings for the health plan, workers compensation and recruiting programs. Monitor expenditures/revenues/estimated costs savings to ensure it pays at least 90% of its costs. Measures will include projections on self-insurance fund, workers compensation, recruitment, and compare cost of providing service with the cost if given through a physician's office. Goal: To save 10% more than it cost to operate.

Risk Management

17. Provide training to Safety Committee and Inspection Team members in the areas of OSHA compliance, driving and inspections in order to reduce claims and accidents. Risk Manager to provide 16 hours training per year. Hold bi-monthly safety meetings.
18. Assess needs and implement OSHA Safety Training Programs in accordance with the North Carolina OSHA Standards which dictate training upon hire and/or at least annually to include: Bloodborne Pathogens, Hazard Communication, Emergency Action Training, Personal Protection Equipment, and Electrical Safety.

19. Improve customer service to departments by providing an annual comprehensive Risk Management Report that illustrates and provides direction for departmental performance for safety, loss control, and training by June 30, 2005. Conduct an annual survey of all departmental needs and buildings one time per year. Develop and provide each department a annual review and recommendations, and a plan for implementation.
20. Distribute a monthly report to departments illustrating accident information, outcomes and recommendations to assist them in review of their practices, policies, and worksites in order to reduce claims and injuries.
21. Maintain training records and accident records with updated information within 48 hours of receipt of information in order to ensure we comply with State Workers Compensation Act, OSHA, and to keep records up-to-date.
22. Evaluate County Workers Compensation and Liability insurance program for coverage and Value and compare impact of EHC on Workers Compensation by May 30, 2005, in order to properly budget and plan for the next fiscal year.

Personnel

Reinventing Department

					Summary
					Percent
					Change
	2002/03 Actual	2003/04 Current	2004/05 Requested	2004/05 Approved	
Revenue					
Indirect Cost	\$47,831	\$51,704	\$82,269	\$82,269	59%
Miscellaneous	9,626	8,000	0	0	0%
General Fund	636,453	650,356	663,186	663,186	2%
Total	\$693,910	\$710,060	\$745,455	\$745,455	5%
Expenses					
Personal Services	\$506,844	\$539,265	\$571,608	\$571,608	6%
Supplies & Operations	187,066	170,795	173,847	173,847	2%
Total	\$693,910	\$710,060	\$745,455	\$745,455	5%
Employees					
Permanent	10.00	10.50	10.50	10.50	0%
Hourly	0.00	0.25	0.25	0.25	0%
Total	10.00	10.75	10.75	10.75	0%

Fiscal Year 2002/03 Outcome Achievements				
Total Outcomes	Achieved	Partially Achieved	Not Achieved	Success Rate
22	21	0	1	95%

Significant Changes:

The Personnel Department achieved 21 of its 22 outcomes for Fiscal Year 2002/03. The main outcome, to provide departments with a pool of qualified applicants, was accomplished with applications processed and recommendations to departments sent within 3 working days of receipt of application. During the fiscal year a total of 3,300 applications for jobs were received and processed. In addition all requests from departments to post openings were made within 5 working days from receipt of recruitment requests.

In keeping with the Board of Commissioners goal to provide competitive compensation for County employees several outcomes were met to insure the best process for rewarding employee achievement, reviewing insurance and other benefit packages, and keeping rate changes and increases as low as possible.

To meet the outcome of reduce rising health costs work continued in the area of health screening for employees and the provision of risk reducing health training and activities. Approximately 300 employees received cholesterol screenings. Other trainings and screenings include flu vaccinations, smoking cessation, mammography/bone density screenings, hearing tests, skin cancer screenings and several educational special programs. Our at-work clinic, Health Connection, opened in October 2002 and is bringing in a steady number of employees who can visit the clinic for a nominal fee of \$5 and minimize the amount of time they have to be away from work to visit a doctor's office.

Outcomes for Fiscal Year 2004/05 emphasize improved customer service. A survey will be conducted of the department's internal customers, County employees, to obtain feedback on services provided by the department. Another goal is to have a faster turn-around time in responding to questions from employees and supervisors regarding benefits, employee grievances, disciplinary actions, and other issues relating to compliance with the Personnel Code. An outcome under the category of Training will provide supervisors with better information on pertinent topics such as coaching, counseling and discipline of employees with the goal of reducing the instances of employee grievances.

Personnel Administration

Organization: 150050

	2002/03 Actual	2003/04 Current	2004/05 Requested	2004/05 Approved	Percent Change
Revenue					
Indirect Cost	\$0	\$0	\$28,823	\$28,823	0%
General Fund	456,069	422,572	438,105	438,105	4%
Total	\$456,069	\$422,572	\$466,928	\$466,928	10%
Expenses					
Personal Services	\$360,122	\$387,310	\$414,578	\$414,578	7%
Supplies & Operations	95,947	35,262	52,350	52,350	48%
Total	\$456,069	\$422,572	\$466,928	\$466,928	10%
Employees					
Permanent	7.00	7.50	7.50	7.50	0%
Hourly	0.00	0.25	0.25	0.25	0%
Total	7.00	7.75	7.75	7.75	0%

Significant Changes:

Wellness

Organization: 150060

	2002/03 Actual	2003/04 Current	2004/05 Requested	2004/05 Approved	Percent Change
Revenue					
Miscellaneous	\$9,626	\$8,000	\$0	\$0	0%
General Fund	29,031	59,643	51,825	51,825	-13%
Total	\$38,657	\$67,643	\$51,825	\$51,825	-23%
Expenses					
Supplies & Operations	\$38,657	\$67,643	\$51,825	\$51,825	-23%
Total	\$38,657	\$67,643	\$51,825	\$51,825	-23%

Significant Changes:

Recruitment

Organization: 150070

	2002/03 Actual	2003/04 Current	2004/05 Requested	2004/05 Approved	Percent Change
Revenue					
Indirect Cost	\$47,831	\$51,704	\$53,446	\$53,446	3%
General Fund	28,673	50,602	51,900	51,900	3%
Total	\$76,504	\$102,306	\$105,346	\$105,346	3%
Expenses					
Personal Services	\$49,675	\$51,798	\$53,546	\$53,546	3%
Supplies & Operations	26,829	50,508	51,800	51,800	3%
Total	\$76,504	\$102,306	\$105,346	\$105,346	3%
Employees					
Permanent	1.00	1.00	1.00	1.00	0%
Hourly	0.00	0.00	0.00	0.00	0%
Total	1.00	1.00	1.00	1.00	0%

Significant Changes:

Risk Management

Organization: 150200

	2002/03 Actual	2003/04 Current	2004/05 Requested	2004/05 Approved	Percent Change
Revenue					
General Fund	\$122,680	\$117,539	\$121,356	\$121,356	3%
Total	\$122,680	\$117,539	\$121,356	\$121,356	3%
Expenses					
Personal Services	\$97,047	\$100,157	\$103,484	\$103,484	3%
Supplies & Operations	25,633	17,382	17,872	17,872	3%
Total	\$122,680	\$117,539	\$121,356	\$121,356	3%
Employees					
Permanent	2.00	2.00	2.00	2.00	0%
Hourly	0.00	0.00	0.00	0.00	0%
Total	2.00	2.00	2.00	2.00	0%

Significant Changes: